



TERMS AND CONDITIONS

SunFlower camping d.o.o.

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1. COMPANY INFORMATION

SunFlower camping d.o.o.

Ulica Eugena Kumičića 4

52466 Novigrad – Cittanova, Croatia

OIB: 40346945445

VAT registered

E-mail: info@sunflower-camping.com

These Terms and Conditions govern the contractual relationship between the Provider and the Guest (B2C and B2B). By making a reservation, the Guest confirms acceptance of these Terms.

2. SUBJECT OF THE CONTRACT

The Provider offers short-term accommodation services in glamping tents under the brand SunFlower Camping – Country Glamping Tents.

The contract is concluded electronically through the Bentrak booking system and becomes binding only after confirmation.

3. BOOKING PROCESS AND CONTRACT FORMATION

All availability displays and automated responses constitute a non-binding invitation to book.

A reservation is confirmed only after:

- Payment of 30% deposit
- Written confirmation of receipt

The remaining 70% must be paid no later than 7 days prior to arrival.

Failure to pay entitles the Provider to cancel without refund of the deposit.

Electronic Contract Formation

The reservation of accommodation through the website constitutes the conclusion of an electronic contract in accordance with the Croatian Electronic Commerce Act and applicable EU legislation.

Before submitting a reservation, the Guest is provided with clear information regarding:

- The essential characteristics of the accommodation service
- The total price, including VAT and applicable charges
- Payment terms
- Cancellation conditions
- Duration of the stay

The contract between the Provider and the Guest is concluded only after:

1. The Guest completes the online booking process,
2. The Guest confirms acceptance of the Terms & Conditions and Privacy Policy, and
3. The required deposit payment is successfully processed,
4. The Provider sends a booking confirmation.

Automated confirmation of receipt of a reservation request does not in itself constitute acceptance of the booking.

Technical Steps of the Booking Process

The technical steps to conclude the contract are as follows:

1. Selection of desired accommodation unit and dates.
2. Entry of personal and contact details.
3. Review of booking summary, including price breakdown.
4. Acceptance of the Terms & Conditions and Privacy Policy via checkbox.
5. Selection of payment method.

Storage and Accessibility of Contract

The concluded contract is stored electronically by the Provider.

The Guest receives confirmation of the booking via email, including reservation details and applicable terms.

4. PRICES AND PAYMENT

All prices are in EUR and include VAT.

Accepted payment methods:

- Credit/debit card via Stripe
- Bank transfer (subject to availability)

The Provider does not store full credit card details and may request identity verification to prevent fraud. Fraudulent chargebacks may be legally contested.

5. CANCELLATION POLICY

Free cancellation up to 14 days before arrival.

Cancellation due to illness up to 3 days before arrival with official medical documentation.

For cancellations less than 14 days before arrival, the deposit is non-refundable.

6. NO RIGHT OF WITHDRAWAL

In accordance with EU Directive 2011/83/EU, the 14-day withdrawal right does not apply to accommodation services specifying a particular date or period of stay.

7. CHECK-IN / CHECK-OUT

Check-in: from 16:00

Check-out: until 10:00

Late departure may result in additional charges.

8. HOUSE RULES AND RIGHT TO REFUSE SERVICE

Guests must comply with all House Rules, including fire prohibition, quiet hours (22:00–07:00), responsible waste disposal, and proper use of property.

The Provider may refuse service or terminate a stay without refund in case of serious violations.

9. PET POLICY

Pets are allowed subject to prior approval.

Guests are fully liable for any damage, injury, or additional cleaning costs caused by pets. Pets must be supervised at all times.

10. LIABILITY AND LIMITATION OF LIABILITY

Guests are responsible for any damage caused.

The Provider shall not be liable for:

- Loss or theft of personal belongings
- Indirect or consequential damages
- Travel disruptions or missed transport
- Third-party services
- Force majeure events (natural disasters, government restrictions, power outages, pandemics)

Liability exclusions apply to the maximum extent permitted by law.

11. OUTDOOR RISK ACKNOWLEDGEMENT

Guests acknowledge that glamping is an outdoor experience. Weather changes, insects, animals, and uneven terrain are inherent risks voluntarily accepted by the Guest.

12. INTELLECTUAL PROPERTY

All website content, including text, photos, logo, branding, and blog articles, is the exclusive property of SunFlower camping d.o.o.

Unauthorized reproduction or commercial use is prohibited.

13. WEBSITE DISCLAIMER

The Provider does not guarantee uninterrupted website operation and is not responsible for booking errors caused by incorrect data entry by the Guest.

14. BLOG AND TRAVEL CONTENT DISCLAIMER

Trip ideas and travel articles are for informational purposes only and reflect subjective opinions.

The Provider does not guarantee accuracy or safety of third-party services mentioned. Activities are undertaken at the Guest's own risk.

15. REVIEWS AND USER CONTENT

Guests may submit reviews. By submitting content, Guests grant the Provider the right to publish it.

Unlawful or abusive content may be removed.

16. DATA PROTECTION

Personal data is processed in accordance with GDPR and Croatian law.

Payment data is processed via Stripe as an independent payment processor.

Please see our Privacy Policy for more information.

17. SEVERABILITY

If any provision of these Terms is deemed invalid, the remaining provisions remain enforceable.

18. CONSUMER COMPLAINTS

In accordance with the Croatian Consumer Protection Act, consumers are entitled to submit written complaints regarding the services provided.

Complaints may be submitted:

- By e-mail to: **info@sunflower-camping.com**
- By post to:
SunFlower camping d.o.o.
Ulica Eugena Kumičića 4

52466 Novigrad – Cittanova
Croatia

The complaint must include the consumer's full name and contact details in order to receive a response.

The Provider shall respond to the complaint in writing within 15 days of receipt.

19. ENTIRE AGREEMENT

These Terms constitute the entire agreement between the Provider and the Guest.

20. APPLICABLE LAW AND JURISDICTION

Croatian law applies. The competent court is located in Croatia.

Consumers may also use the EU Online Dispute Resolution platform.